

**Head of Operations**

4 days / 30 hours per week (0.8 FTE)

£42,000 - £46,000 pro-rata

Fully remote / Home-based

The Gambling Lived Experience Network is an independent voice raising awareness of and offering support to people affected by gambling related harms.

Our ambition is for the network to be able to make a real difference to people’s lives, with a voice that can meaningfully participate and influence national debate and policy-making across the gambling sector.

Our Values

**Honesty** We feel it is critical that as individuals in recovery we are honest with ourselves and others, and that the network should be communicating with trust with others that have experienced harms.

**Integrity** With honesty comes integrity; the organisation will do what it says it will where it is the right thing to be done.

**Hope** The charity will provide hope and inspiration for those experiencing gambling harms. The network can draw inspiration from people who have been there and are now leading a better life. It is perhaps only people with lived experience who can provide this.

**Without judgment** As a network of people with lived experience, we have all been in that chair, we have all been that person. It is not important what you have done, what’s important is what you can do now.

In January 2023 GambleAware recently announced continued financial support of the Great Britain-wide Gambling Lived Experience Network (GLEN) through the community-based development partner, Expert Link. The grant of £375,000 – given over three years – will fund the network’s ongoing development and support GLEN as it builds capacity and infrastructure to operate independently of a development partner after this period.

Outcomes of the continued funding will include aiding GLEN in the production of publications, tools, and resources, researching and developing Position Statements and the development of a Consensus Statement.

The grant will also allow GLEN to continue its policy and advocacy work, including responding to consultations, taking part in political discourse, amplifying the voice of its membership and making meaningful contributions to developments in the gambling harms space.

**About the Role**

This is a fantastic opportunity to help establish and lead this new charity, dedicated to

tackling the negative impact of harmful gambling and representing the communities of people adversely affected by it.

Joining GLEN at this exciting time gives the Head of Operations opportunity to work alongside our Board of Trustees to shape and implement our strategy.

The Head of Operations will direct and oversee all aspects of the charity including the responsibility of building a team; the successful candidate will have input into what that looks like both initially and in the future.

The Head of Operations will also manage engagement with GLEN’s funders, partners and suppliers.

Initially there will not be an emphasis on fundraising for the Head of Operations, whose priorities will be establishing GLEN as a respected and credible voice in the gambling harms space by raising awareness, developing relationships and developing a strategy capable of delivering our key objectives.

**Skills & Responsibilities**

* Leadership & Governance - working closely with our Board of Trustees
* Strategy development & implementation
* People Management - of direct team, suppliers and stakeholders
* Culture & Communications - to develop relationships and raise our profile
* Operational Oversight & Financial Management - with external support
* Risk Management, Legal & Compliance - to cover all Charity Commission rules and

regulations, legislation, Data Protection, GDPR etc.

* Fundraising - although this should not be a key priority initially

**About You**

We are seeking an enthusiastic and experienced leader, who believes in our Vision and

Purpose, and shares our Values.

The ideal candidate would have experience of leading a small charity or organisation and some experience of working across other sectors.

We welcome applications from candidates who have lived experience of gambling related harm either through their own gambling or that of another person. GLEN is fully committed to equality of opportunity and diversity to ensure that we reflect the full breadth of the people we aim to support and warmly welcomes applications from all candidates.

**We want someone who:**

* Brings leadership experience and the ability to build a strong team and inspire others
* Is capable of developing and implementing a successful strategy to establish GLEN as a leading charity in the gambling harms space
* Is a self-starter able to work effectively with minimal supervision
* Can demonstrate excellent interpersonal and organisational skills
* Is a good communicator with a track record of building strong working relationships and able to work closely with our Board of Trustees, particularly on strategy, policy and governance
* Is confident being answerable for operational oversight and financial management (with external support)
* Is prepared to roll up their sleeves and get stuck into the day-to-day operations of the charity, including meeting all Charity Commission requirements and regulations
* Is passionate about making a difference, has a can-do positive attitude and the potential to make a profound impact

**We offer:**

* Salary of £42,000-£46,000 per annum pro-rata, depending on experience
* Flexible work arrangements
* 22 days holiday plus bank holidays (pro-rata)
* Remote home working
* An opportunity to really stamp your mark on this start-up charity

**Application**

In order to apply for this position, you should send:

* Your CV
* A covering letter detailing your interest in the position, how your experiences match our requirements and why you feel it is important for GLEN to raise awareness and offer support to people affected by gambling related harms

to: [recruitment@glenetwork.org](mailto:recruitment@glenetwork.org)

Please can you also complete an equality and diversity monitoring form which can be accessed [here](https://www.surveymonkey.co.uk/r/glened)

The application deadline for this role is 12:00 on Monday 13th March 2023. Interviews will be held Week Commencing Monday 20th March.